Michael Richard WHITING

Current Certifications: Computer Information Systems Security Professional (CISSP)
Certified Information Security Manager (CISM)
Contracting Officer's Technical Representative (COTR)

**Certifications
previously held:** Certified Cisco Network Associate (CCNA)
Certified Cisco Academy Instructor (CCAI)

Education: U.S. Naval Academy, Annapolis MD, 21402, B.S., in Physical Science
Old Dominion University, Norfolk VA, 23529, M.S., in Computer Science

Work Experience:

Environmental Protection Agency
Research Triangle Park, NC 27711
4/2010 – Present
Grade Level: GS-13

IT Specialist (System Analyst), 2210
Detail 1/2014 – Present
Currently on Detail to the Office of Information Collection, Collection Strategies Division, eRulemaking Program Branch (extended until 11/22). Serving as the Technical Lead (System Analyst), directly responsible for development and deployment and operation of e-business applications including, the Federal Docket Management System (FDMS), Regulations.gov and FOIAonline. Responsibilities include planning, providing contractor direction, reviewing system architecture and coordinating implementation and integration of system ongoing maintenance and enhancements. Conduct regular status briefings to branch staff as well as senior and executive management. Required to analyze and problem solve complicated issues, develop hardware and software solutions to support program requirements, prepare briefings to audiences of varying technical knowledge, and providing customer service to EPA and outside agencies

Specific Accomplishments include:
- Serve as Contracting Officers Technical Representative (COTR)
- Coordinate strategic planning utilizing estimated system growth and existing hardware capabilities to develop a roadmap for system growth and enhancement to ensure that customer requirements will continue to be met.
- Reviewed existing application portal architecture framework and evaluated the eRulemaking processes electronic documents. Currently working on eRecords development to enhance users' ability to process and dispose of records.
- During evaluation of portal architecture framework, E-document designs, reviewed and assessed their security risk posture and found that the risk that existed was known and documented. Risk findings were reported.
- Work directly with eRulemaking customers to ensure that any and all issues are addressed in an efficient and professional manner. As an example, worked with the Department of Education to reschedule a planned weekend maintenance event to support a major work effort planned during scheduled maintenance. Received extremely positive response for Dept of Ed.
- Review database licensing, discovered significant shortage of licenses (over $1M). Worked with NCC to put in place a, first time, leased license option that significantly reduced the cost of licensing for eRule.

- Conducted business requirements and security analysis as well as a cost benefit analysis of EPA's virtual server environment. Based on analysis results, evaluated and selected and procured third party software tools to provide required security controls as set forth in NIST and FISMA security guidelines to ensure regulatory compliance in the NCC's virtual hosting environment.
- Conducted job-order costing and generated the purchase requests for IT-based services including, IT training, security software acquisition, IT service contracts and contractor risk assessments of government IT systems.
- Served on NCC's contract evaluation panel for the security and WAN operations task order on the ITS BIS II contract.
- Project Officer for the introduction and consolidation of a common Intranet portal framework reporting tool within the NCC computing environment (EM-7) to provide reporting on legacy backend systems.
- Managed and coordinated the tri-annual Risk Assessment of the NCC computing environment. Efforts included preparing the solicitation, evaluating contractor proposals, award selection and coordinated contractor performance. This included the rewrite of the System Security Program for the agency's Wide Area Network (WAN) into compliance with NIST SP 800-53-Rev 3.

Quintiles Transnational
Morrisville, NC
9/2008 – 3/2010

Associate Director of Global Network Services
Responsible for Global network services and operations, supporting e-business applications in the Americas, including the North American datacenter in Morrisville, NC. Manage a team of seven network, telecommunication and security engineers. Responsible for maintaining datacenter operations including access to servers and applications. Responsible for budget planning and management and the submission of CAR (funding requests) and PO requests. Managed and maintained vendor relationships. Represented GNS on daily operations calls and also represented GNS on critical incident calls. Prepared and presented project presentations to peers, technical and non-technical staff, researches and scientists and senior management, including C-level.

Specific Accomplishments included:
- Responsible for network operations and access to applications in the Raleigh Tier 3 datacenter. The datacenter supported over 300 servers and over 500 applications supporting complex application hosting platforms.
- Responsible for budget supporting North and South American IT operations. Regularly performed job order costing to develop true underlying costs for IT projects.
- Coordinated the first rollout of a Cisco voice platform in the global infrastructure.
- Managed data and voice infrastructure implementation in new site rollouts in Costa Rica and Chicago.
- Coordinated the installation of redundant MPLS data circuits at critical sites (7).
  This project met the strategic goal of increasing network resiliency that was clearly evidenced on two occasions when one of the two primary data circuits failed in the Raleigh data center. The outages were totally transparent to system users.
- Coordinated first single global Cisco maintenance contract that increased equipment covered, increased service levels at critical sites while at the same time significantly reducing overall cost (40%) and provided a single point of contact for issue reporting. This contract replaced multiple existing regional contracts with varying end dates. This provided a more robust network environment providing the functionality to meet and exceed company strategic goals.
- Coordinated GNS testing and analysis for critical application development projects.

Verizon Business
6400 Weston Parkway
Cary, NC 27513
2/2001 to 9/2008

Technical Service Manager
Responsible for post-sale management of corporate national and international accounts in NC, SC, GA and the United Kingdom, with annual recurring revenue in excess of $50M. Team lead for eight technical service managers in the Southeast region. Customer facing, prepared and presented presentations to customer senior management including C-level. Served as escalation point to resolve issues between internal service organizations as well as with other domestic and foreign carriers.

Specific Accomplishments included:
- Conducted analysis of customers' current data environments and analyzed current and anticipated data requirements to recommend most appropriate network architecture and sizing for domestic and international wide-area networks.
- Responsible for network diversity and business continuity planning.
- Performed circuit and trouble analysis on multiple technologies, including PIP, Internet, Frame Relay, Voice and VOIP.
- Prepared and presented proposals to respond to customer RFQs (Request for Quotes).
- Prepared and presented presentations detailing current performance of voice and data networks.
- Trained in Total Quality Management (TQM) for use in project management as the preferred company method. (TQM is identical to Six Sigma with the exception of the final step. Six Sigma using continuous improvement to continually evolve the final goal, whereas TQM seeks a defined final goal.)

Paul D. Camp Community College
Suffolk, VA 23434
9/99 to 2/01

Assistant Professor, Information Systems 9/99 to 2/01
Assisted with the initial development of the E-commerce curriculum within the Virginia State Community College System. Served as an undergraduate academic instructor providing technical instruction to students of varying technical background. Specific courses taught included:

- Networking Technologies.
- Cisco networking certification.
- Advanced computer hardware.
- Windows NT server 4.0.

U.S. Navy, Commander Surface Forces Atlantic
LAN Planning and Implementation Manager
Norfolk, VA
08/98 to 09/99
Grade Level: GS-12

Computer Specialist
Analyzed Atlantic Fleet shipboard network requirements. Based upon specific requirements, developed network plans to support shipboard installations. Supervised shipboard network installation teams.

Specific Accomplishments included:
- Conducted budgetary analysis and planning for network hardware and software ($3M plus).
- Conducted onsite inspections prior to actual network installation.
- Provided technical guidance relating to all matters dealing with network HW and SW. Worked with system integrators to develop turnkey LAN installation package.
- Provided direct user support resolving off-ship connectivity issues including: slow transfer rates, router configuration, firewall setup and data encryption.

Old Dominion University - Department of Information Sciences

Norfolk, VA
08/97 to 8/98

Information Sciences Instructor
Instructor Information Sciences Department. Conducted course planning and classroom preparation and classroom instruction of technical content to students of varying technical background.

Undergraduate teaching included:
- C programming
- Computer Hardware and Data Communications
- Statistics

Graduate instruction included:
- Network and Information Security
- Network Architectures and Operating Systems
- Statistics

Technical Support Branch Chief
US Coast Guard ARSC/MISD
Elizabeth City, NC 27909
06/96 to 10/97
Grade Level: GS-12

Supervisory Computer Specialist
Served as the Technical Support Branch Chief, managing the Coast Guard WAN and the Aviation Maintenance Management Information System (AMMIS) application, a large e-business Financial and Supply Management application supporting all of the U.S. Coast Guard's aviation programs. Responsibilities included all aspects of system planning, design, development, configuration and implementation of the AMMIS application and supporting infrastructure.

Specific Accomplishments included:
- Planned and managed the Branch's annual budget ($800K).
- Responsible for the daily operations and configuration management of the WAN and DBMS/AMMIS application.
- Conducted requirements and business analysis of user requirements and existing network/application hardware infrastructure. Based upon the analysis, planned and implemented a major hardware purchase to upgrade the existing network architecture supporting the (AMMIS). The upgrade reduced the number of DEC UNIX servers from 11 to 3 requirements.
- Developed Request for Proposals (RFP) and Statements of Work (SOW) to address work requirements for the AMMIS application. Evaluated submissions and participated in ultimate vendor selection and project implementation.
- Manager of User Support Help Desk.
- Conducted analysis of the design structure of the AMMIS application database structure. Based on results, a major redesign of the AMMIS database was undertaken. (Relational Database using Ingres). Working with Computer Associates and their Ingres partners, developed a programming team to resolve inherent system problems and to also make the system Y2K compliant to meet ongoing government strategic plans.

Federal Correctional Institution Petersburg (Dept. of Justice)
1000 River Rd, Petersburg, VA
11/93 to 6/96,
Grade Level: GS-12

Computer Specialist
Computer Services Manager, Federal Correctional Institution. Evaluated Institutional IT needs and provided executive staff with recommendations and guidance. Served as project manager for all IT

projects. Determined technical requirements for all IT bid solicitations. Responsible for operation of 125 IBM compatible PCs, 2 Novell networks and DOJ VM network. Provided direct user support.

Specific Accomplishments included:
- Responsible for own cost center. Submitted annual budgetary requirements and managed the budget.
- All aspects of computer security including: development of institution's Computer Security Plan and investigation of breaches in IT security.
- Developed database for the configuration management of HW and SW.
- Network security administrator for institution DOJ IBM VM network

Computer Specialist (Systems Analyst)   Department of Defense Dependents Schools
4040 N. Fairfax Dr., Arlington, VA 22203
10/92 to 11/93
GS-334-12

Serve as computer specialist (systems analyst) in the IRM branch of the MIS division of DoDDS headquarters. Conduct research and analysis of new technology equipment, hardware and software, and provide written reports on the findings. Provide programming support in database maintenance and data extraction. Serve as Contracting Officer's Representative (COR) and provide contract monitoring and administration. Prepare Statements of Work (SOW) and technical requirement specifications for bid solicitations.

Specific Accomplishments included:
- Supervise the development and implementation of the ADP bar code inventory project.
- Serve as project manager for document archival project, including conduct requirements analysis, review available technologies, select most advantageous solutions, supervise prototype system. Prepared bid solicitation and served as COR.
- Serve as COR on world-wide ADP maintenance contract ($20 million).
- Developed contractor task orders, Evaluated contractor performance.

Senior Engineer
Litton Data Systems
12350 Jefferson Ave. Ste 400, Newport News, VA 23602
1/92 to 8/92

Senior Engineer working with the Naval Modular Automated Communication System. The system was hosted in the UNIX environment using X windows. Evaluated system performance to ensure that program functionality conformed to established technical specifications. Tested all interfaces, including LAN to ensure that proper communication protocols were maintained. Developed test plans, including test databases to evaluate program correctness.

Systems Analyst
Navy Lieutenant (O-3)
FCDSSA Code 62
Dam Neck, Virginia Beach, VA 23462
6/89 to 4/91

Duties and Accomplishments:
Systems analyst assigned to the development and maintenance of both the Aircraft Carrier Anti-Submarine Warfare Module and the FFG-7 Class Combat Direction System. Provided full range of continuing technical and advisory services to the Systems Engineering Department. Conducted project management utilizing formal development procedures (Waterfall method) of beginning with formal requirement documents and ending with testing and operational systems.

Specific Accomplishments included:
- Prepared and submitted software engineering change proposals (ECPs).
- Utilized existing DoD established guidelines for configuration management to ensure that baseline integrity of the CV and FFG programs were maintained.
- Programmed and maintained job order database program for the Systems Engineering Department.
- Led and managed a Tactical Navigation Feasibility Study. Prepared recommendations for the FFG-7 Class Program Performance Specification Documents. Served as Contracting Officers Technical Representative (COTR).

Safety Department Head
U. S. Navy, Lieutenant (O-3)
USS Nassau (LHA-4)
6/87 to 6/89

Served as department head of the Ship's Safety Department, including aviation safety. Pilot of the ship's UH-1N helicopter. Flew missions in support of ship's mission including rescue, passenger transfer and cargo transfer.

Specific Accomplishments included:
- Post maintenance check pilot.
- NATOPS (standardization) check pilot.
- Instrument standards check pilot.
- Ship's VIP tour coordinator, providing tours and briefings to U.S. and foreign dignitaries including U.S. Congressmen (5), the Prime Minister of Morocco and local mayors from France and Germany.